



# Addendum to the August 2020 Privacy Impact Assessment of the Canadian Patient Experiences Reporting System (CPERS)

End of Data Collection

April 2025



Canadian Institute  
for Health Information

Institut canadien  
d'information sur la santé

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The Canadian Institute for Health Information (CIHI) is pleased to publish the following privacy impact assessment in accordance with its *Privacy Impact Assessment Policy*:

- *Addendum to the August 2020 Privacy Impact Assessment of the Canadian Patient Experiences Reporting System (CPERS): End of Data Collection, April 2025*

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# Addendum to the August 2020 Privacy Impact Assessment of the Canadian Patient Experiences Reporting System (CPERS): End of Data Collection, April 2025

Launched in April 2015, the Canadian Patient Experiences Reporting System (CPERS) collected and reported on patient experiences within health care systems in Canada, specifically within inpatient acute care hospitals. CPERS was developed to provide standardized patient experience information from across Canada to inform and improve patient-centred care and patient outcomes.

Based on an assessment of programs, CIHI, in consultation with its Board of Directors, made the decision to decommission CPERS, effective as of **April 1, 2025**.

Accordingly, CIHI no longer receives patient experience data into CPERS and will no longer report on multi-jurisdictional patient-reported experience measures (PREMs) in its public and private reporting tools.

The use, disclosure, retention and destruction of CPERS data currently held by CIHI continue to be governed by CIHI's [Privacy Policy on the Collection, Use, Disclosure and Retention of Personal Health Information and De-Identified Data](#) and the agreements under which the data was originally collected. Accordingly, CIHI intends to continue using the data, and the data will also be available through CIHI's third-party data request process for a period of time. CIHI will review the retention of the data at the next review cycle of this privacy impact assessment to determine whether the data will be further retained or securely destroyed. In compliance with CIHI's [Privacy Impact Assessment Policy](#), this addendum will be updated accordingly.



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